



What can I expect volunteering at NESAs during COVID?

In keeping everyone's safety at the forefront of our minds, some expectations and responsibilities of volunteers have changed. Before you return, please ensure that you are comfortable with the changes, and contact the [Volunteer & Office Administrator](#) if you have any questions or concerns.

As a volunteer, please expect to:

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| | Set an example by adhering closely to our guidelines and recommendations. This includes following directional signs where applicable, maintaining safe social distance, practicing hygienic coughing/sneezing techniques, proper sanitization, and handwashing. |
| | Keep your stations extra tidy! You can also help the staff by letting us know when public cleaning supplies are low. Sinks are well stocked for hand washing and sanitization stations are located in activity rooms and common areas, equipped with disinfectant wipes and hand sanitizer for member use. |
| | Wear Personal Protective Equipment (PPE) in instances where social distancing is not possible. You must be comfortable wearing the required mandatory PPE including masks and gloves, with proper use. Make sure to practice personal safety by ensuring your masks are worn properly by covering both your mouth and nose! |
| | Have your temperature taken at the beginning of each shift. For everyone's safety, it is a mandatory requirement that all staff and volunteers have their temperatures checked when they arrive. Anyone with a recorded high temperature will be asked to leave immediately, following Alberta Health Services protocol. |
| | Be open to learning and participate in mandatory training. As we adapt and provincial/city requirements change, some additional training may be required. Be ready to learn and adapt to new protocols and procedures as we go along. |
| | Avoid close contact. A tough habit to break, but be ready to avoid hand shaking, hugs and other forms of close contact while at the centre. |
| | Practice safe social distancing wherever possible. When you cannot safely social distance, please remember your PPE! Masks and gloves are available for volunteers. Where possible, one-way directions have been posted, as well as designated entrance and exit points. Sneeze-guards and barriers have also been placed at reception areas. |
| | Get "techy" and modernize our processes. As we transition to minimize contact for everyone's safety, many of our processes will become more automated and some volunteer positions will require basic computer skills. This will include registration and some parts of the administrative positions. We will be happy to show you the ropes and help make this transition as smooth as possible for everyone. |
| | Wash your hands often! We strongly encourage you to wash your hands diligently throughout your shift. |
| | Be flexible. This is new for everyone and we are all learning together! We are bound to have a lot of changes and updates along the way, so please bear with us as we work together to continue to provide safe, healthy and inclusive programming for our members! |

We respectfully understand everyone's personal comfortability level with returning to the centre. Please update your availability by using [this form](#) or by contacting the [Volunteer & Office Administrator](#). Please continue to check [the website](#) for updates on the status of NESAs volunteer positions.